



**Problem Resolution Report**  
NG/CoSD-016  
**Convertible Tablet Computer Resource Units**

**NORTHROP GRUMMAN**

**Date:** April 24, 2007

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

**Issue or Problem:**

The Parties wish to amend the specifications for Tablet Personal Computing Services assets.

**Resolution:**

The description of Tablet Personal Computing Service Assets in the Statement of Work of the Agreement is replaced by the description shown in Attachment 1 to this PRR. This revised subsection defines a revised Personal Computing Services Asset, the standard for which, as of the effective date of this PRR, is defined as a Toshiba Portage M400.

The Tablet Resource Unit pricing entitled "Tablet" is renamed "Convertible Tablets with pricing as shown on Attachment 2 to this PRR.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Attachment 2 to PRR-016

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (Specific cost detail breakdown) Hardware, Hardware Maintenance Break/Fix, Software Licenses, Software Break-Fix, Printer Maintenance, IMAR, Refresh Support, Desktop Application Directory Maintenance	Resource Unit Fee (99% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 95% band)	Resource Unit Fee (95% to 110% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement or cumulative use during month)	Depreciation Time Period (in Years)
Convertible Tablet	Desktop Services--Section 4	Month	Fixed monthly fee per unit		\$ 162.34	600	\$ 97,404	BI	\$ 202.93	\$ 184.42	\$ 146.59	\$ 137.99	Specific	3	

Resource Unit	Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Component Fee	Description of Components
Tablets - Toshiba	Schedule 4.3 Cross-Reference/Service Framework Component ** Desktop Services - Personal Computing Services-Section 4.4	Tablets - Toshiba	Fixed monthly fee per unit		\$ 162.34		
				Hardware		81.07	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of 3 Tablets).
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Tablets, the aggregated cost is apportioned over the baseline volume of Tablets.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side Level 2 support.
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Tablet and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated software distribution.

## **Attachment 1 to PRR-016**

- **Convertible Tablet**

Convertible Tablet hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Convertible Tablet hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

Each Contract Year, 33% of the Convertible Tablets will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (33% of assets evenly refreshed over 12 months). Hardware and core software that meet current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

### **Hardware Specification**

Model: Convertible Tablet similar or equal to the Toshiba Portage M400

Processor: Multi-Core Intel

Memory: 1gb Ram

Storage: 80gb hard drive

Network:

Data Link Protocol: Ethernet, Fast Ethernet, Gigabit Ethernet, IEEE 802.11a/b/g

Wireless Protocol: 802.11a/b/g

Built-in Devices: Bluetooth